

3 August 2010

Tolson - Post Office Update!

During the last few months, Jim Tolson MSP for Dunfermline West has been contacted by constituents concerned about the numbers of customers queuing at the Post Office in Queen Anne Street, Dunfermline. This is an issue that both Jim Tolson MSP and former MP, Willie Rennie, had been working on together for some time.

Jim commented "Prior to the closures of the sub post offices in Transy and Halbeath, assurances were given at a public meeting that the main Post Office would be able to cope with the increased volume of work. Given the continuing number of reports from constituents as well as from small businesses about excessive waiting times and a lack of open counters even at peak times it seems that this is not so! Constituents have praised work of the counter staff but do recognise that they are struggling to cope with the numbers of customers at times.

I have now received a response to my letter to Royal Mail Group Ltd and have been informed that they will be installing a 'Post & Go' machine in the post office claiming that this will alleviate the need to wait to be served at the counter. They have also assured me that they will be monitoring waiting times to enable them to review staffing levels in line with customer requirements in the future."

Ends